



Emotional Intelligence Webinar



February 16, 2018
Webinar begins at 2 PM ET

**“ I slept and dreamt that life was a joy,
I awoke and saw that life was service.
I acted and behold, service was joy.”**

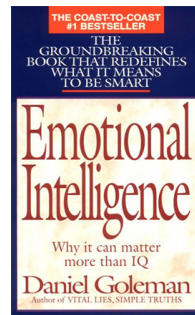
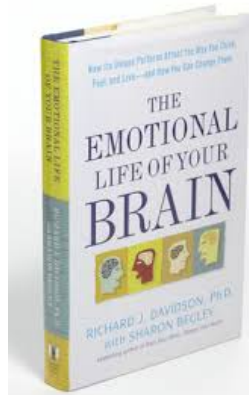
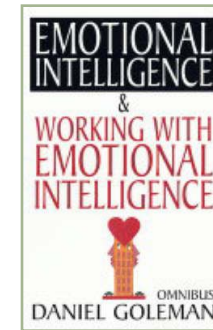
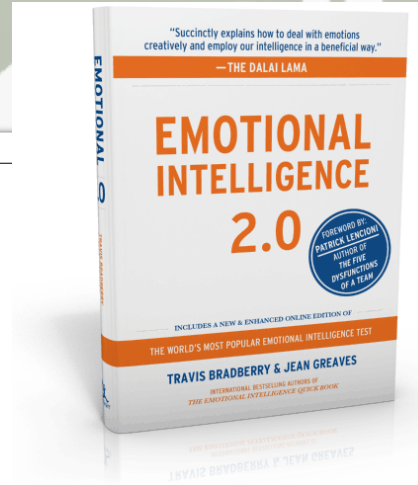
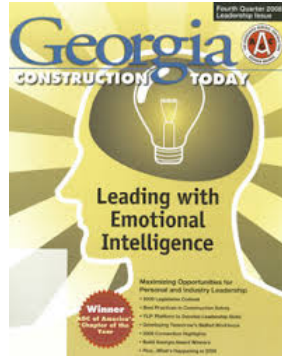
~ Rabindranath Tagore ~

Thank you for the opportunity to serve you today!!!



Kapila Wewegama

When you join the conference call, the line will be on silent mode until we begin the call at 2 PM ET – Thanks!



Emotional Intelligence in Leadership

~ Designed and Facilitated by
Kapila Wewegama ~



Emotional Intelligence in Leadership

During this session, we will have the opportunity to:

- Increase our understanding of EQ by examining its nature, functions, challenges, and dimensions.
- Identify ways to enhance our EQ as Leaders.
- Develop techniques to build EQ of our members/teams.



- **What are emotions?**
- **What is Emotional Intelligence (EQ)?**
- **Why EQ is Challenging?**
- **What are the workplace related benefits of high EQ?**
- **What are the Key Dimensions of EQ and how can we enhance them?**
- **How can we support our members and the team build Emotional Intelligence?**

What are emotions?



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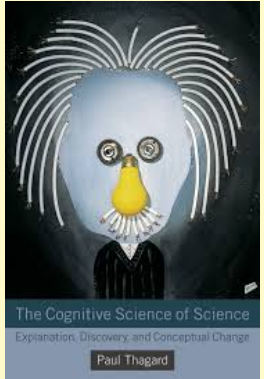
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Emotions are ...

An emotion is the meaning we give to our felt states of arousal. Psychologists consider emotions to be complex states involving diverse aspects.

On the one hand an emotion is a physiological state of arousal;

On the other, it also involves an object as having a certain significance or value to the individual.

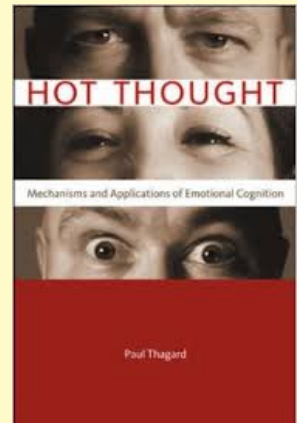
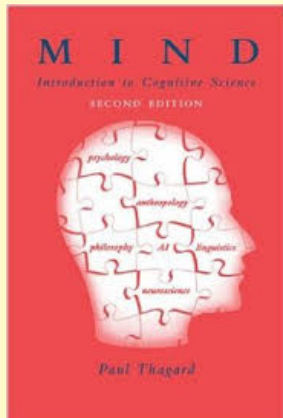
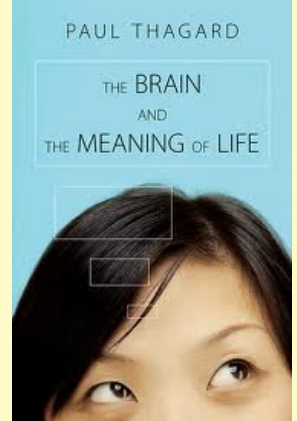


Two scientific approaches:

1. Cognitive Appraisal Theory: judgments about current situation in regard to meeting goals
2. Perceptions of changes in your body (e.g. heart rate, hormone levels, etc.)

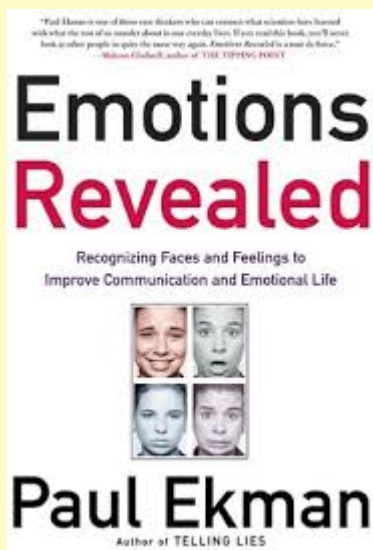
The brain can perform emotions by interactively combining both high-level judgments about goal satisfactions and low-level perceptions of bodily changes. The judgments are performed by the prefrontal cortex which interacts with the amygdala and insula that process information about physiological states.

Psychology Today - Paul Thagard, Ph.D.





Anger - Happiness - Disgust
Surprise - Sadness - Fear



Ideas Sharing



*Click this button,
if you don't see
the chat panel.*

A screenshot of a meeting software interface. At the top, there are icons for 'Participants' (two people), 'Chat' (a speech bubble), 'Q&A' (a question mark), and 'Media Viewer' (a screen with a play button). Below these icons, the 'Chat' panel is expanded, showing a list of participants and a 'Chat' section. At the bottom of the chat panel, there is a 'Send to:' dropdown menu set to 'All Participants', a text input field, and a 'Send' button. A red arrow points from the 'Chat' icon at the top to the 'Send to:' dropdown menu. Another red arrow points from a text box to the 'Send to:' dropdown menu.

Participants (1)

Chat

Send to: All Participants

Send

Q&A

**Please select
"All Participants"**

**Is it important to be aware of
our own emotional triggers
and associated emotions as a
Leader? If so, why?**



Becoming self-aware of our own emotions and their impact

4 Reflective Questions



Becoming self-aware of our own emotions and their impact

4 Reflective Questions



1. What is a specific emotion that arises in me when I feel an important value is compromised at work?



2. What are my internal body responses when that emotion arises?



3. How do I react when that emotion arises?



4. What are the consequences of my reactions to myself and others?



Emotion



Body
Response



Reaction



Trigger



unintended consequences



Trigger

What are some of my other emotional triggers at workplace?

Ideas Sharing



What are some of your workplace related emotional triggers and associated emotions?

Click this button, if you don't see the chat panel.



Participants (1)

Chat

Trigger

Please select "All Participants"

Send to: All Participants

Send

Q&A

What is Emotional Intelligence (EQ)?





Peter Salovey

President of Yale University



John D. Mayer

Psychologist

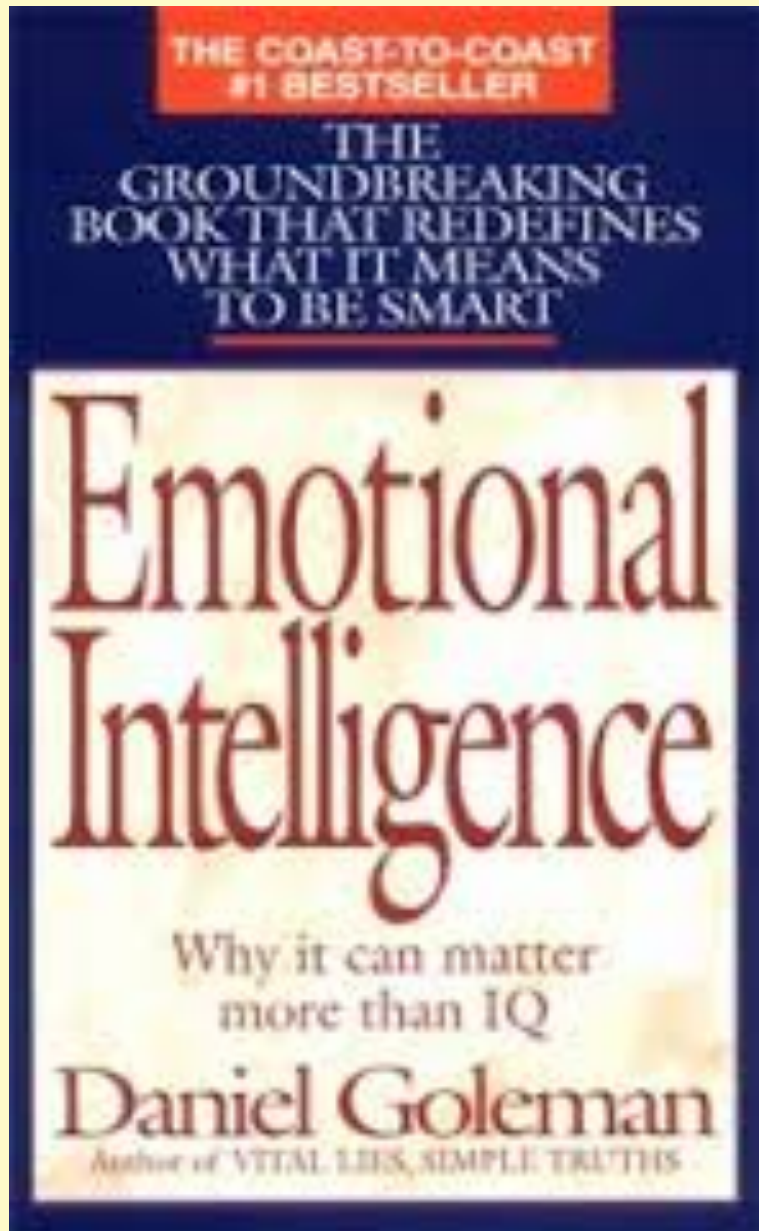
University of New Hampshire

“...the ability to monitor one’s own and others’ feelings and emotions, to discriminate among them and to use this information to guide one’s thinking and actions”

~ Salovey & Mayer, 1990

- 1) Appraisal and Expression of Emotion
- 2) Regulation of Emotion
- 3) Utilization of Emotion

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Daniel Jay Goleman
Author, psychologist, and science
journalist

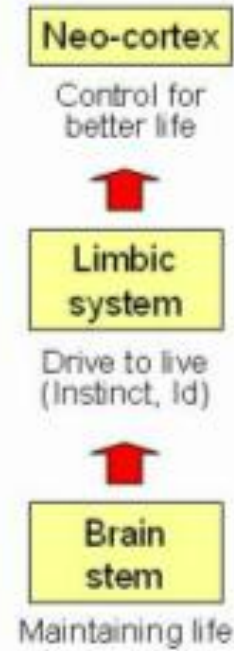
■ Why EQ is Challenging?





Have you had situations where after quickly reacting to something, later you told your self, “Oh, I shouldn't have said it or done it? Wish I can take it back”

Evolution of the brain



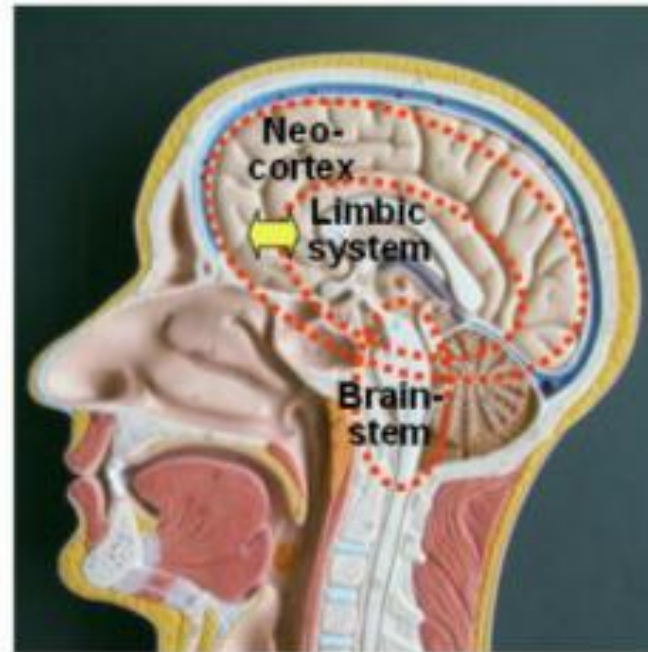
Reason

Mammals

Emotion

Instinct

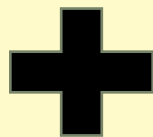
Reptiles



© Advanced Research Laboratory, Hitachi, Ltd. H. Koizumi



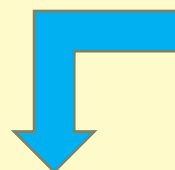
Emotion



Body Reaction



**THINK &
RESPOND**



Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.

~ **Viktor E. Frankl**



Ideas Sharing



*Click this button,
if you don't see
the chat panel.*

A screenshot of a Zoom interface. At the top, there are icons for Participants, Chat, Q&A, and Media Viewer. The Chat icon is circled in black, and a red arrow points to it from a text box. Below the icons, the Chat panel is expanded, showing a green box with the text "THINK & RESPOND". At the bottom of the Chat panel, there is a "Send to:" dropdown menu set to "All Participants", a text input field, and a "Send" button. A red arrow points to the "All Participants" option in the dropdown menu, with a text box above it saying "Please select 'All Participants'".

THINK & RESPOND

Please select "All Participants"

Send to: All Participants

Send

What are some of your strategies to avoid your initial urge to react to a trigger, so you can pause to think and respond rationally?

**What are the workplace
related benefits of high EQ?**



**Increased
Leadership
Ability &
Effectiveness**

**Increased
Team
Performance**

**Increased
Personal
Well-being**

Impact of High EQ

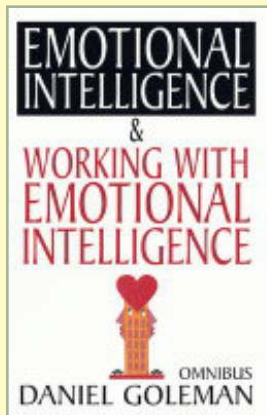
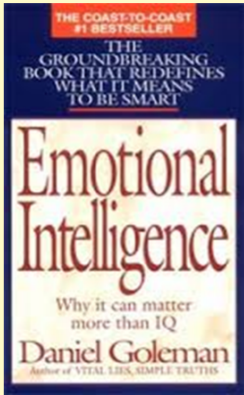
**Improved
Decision
Making**

**Reduced
Staff Turnover**

**Decreased
Occupational
Stress**

**What are the Key Dimensions of EQ
and how can we enhance them ?**





Five Components of Emotional Intelligence

- ✓ Self-Awareness
- ✓ Self-Regulation
- ✓ Motivation
- ✓ Empathy
- ✓ Social Skills



✓ Self-Awareness

- 😊 Self-confidence
- 😊 Realistic self-assessment
- 😊 Self-deprecating sense of humor

✓ Self-Regulation

- 😊 Trustworthiness & Integrity
- 😊 Comfort with ambiguity
- 😊 Openness to change

✓ Motivation

- 😊 Strong drive to achieve
- 😊 Optimism, even in the face of failure
- 😊 Organizational commitment

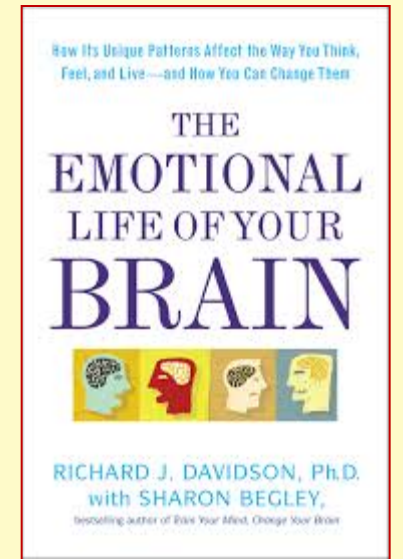
✓ Empathy

- 😊 Expertise in building and retaining talent
- 😊 Cross-cultural sensitivity
- 😊 Service to clients and customers

✓ Social Skills

- 😊 Effectiveness in leading change
- 😊 Persuasiveness
- 😊 Expertise in building and leading teams

Emotional Style: is a consistent way of responding to our lives which is governed by specific, identifiable brain circuits. Emotional styles influences the likelihood of feeling particular emotional states, traits and moods. They are fundamental building blocks.

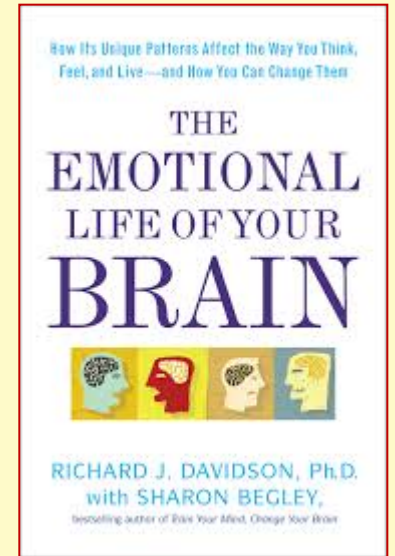


Richard J. Davidson, PhD, is a renowned neuroscientist and one of the world's leading experts on the impact of contemplative practices, such as meditation, on the brain. He is the founder of the Center for Investigating Healthy Minds at the Waisman Center, University of Wisconsin-Madison.



6 Emotional Style Dimensions:

- **Resilience:** how slowly or quickly you recover from adversity.
- **Outlook:** how long you are able to sustain positive emotion.
- **Social Intuition:** how adept you are picking up social signals from the people around you.
- **Self-Awareness:** how well you perceive bodily feelings that reflect emotions.
- **Sensitivity to Context:** how good you are at regulating your emotional responses to take into account the context you find yourself in.
- **Attention:** how sharp and clear your focus is.



**How can we support our Members
and the team build the Emotional
Intelligence (EQ)?**



INDIVIDUAL



- Human Connections
- Individual “check-ins”
- Role model – Express how you feel & think
- Demonstrate positive attitude
- Solicit each person’s view

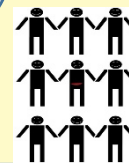
Awareness of Emotions

- Take team effectiveness – pulse checks
- Recognize group attributes
- Acknowledge and discuss group moods
- Invite “process checks”

- Establish & use norms
- Handling errant behavior
- Validation of contributions
- Respect individuality
- Constructive handling of confrontations
- Model spirit of true caring

Regulating Emotions

- Create means and systems for working with emotions
- Cultivate an affirmative environment
- Encourage proactive problem solving

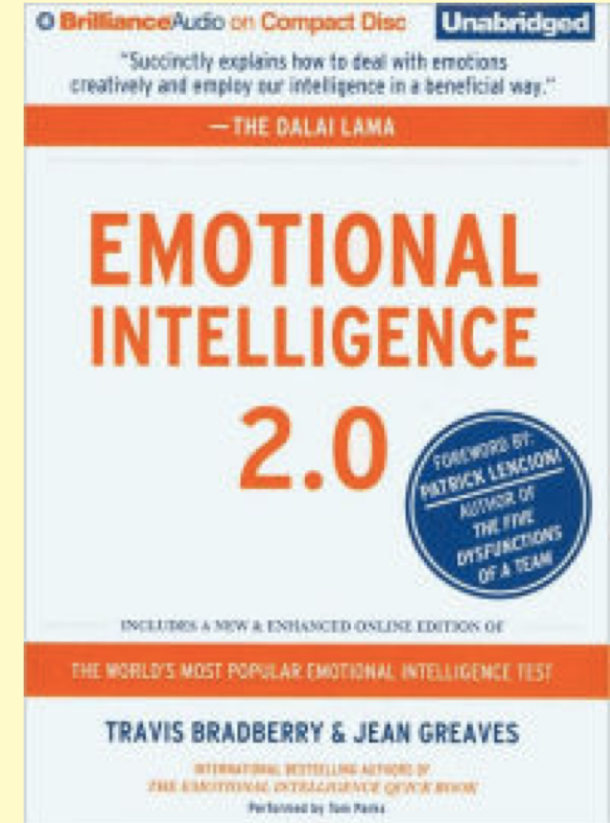
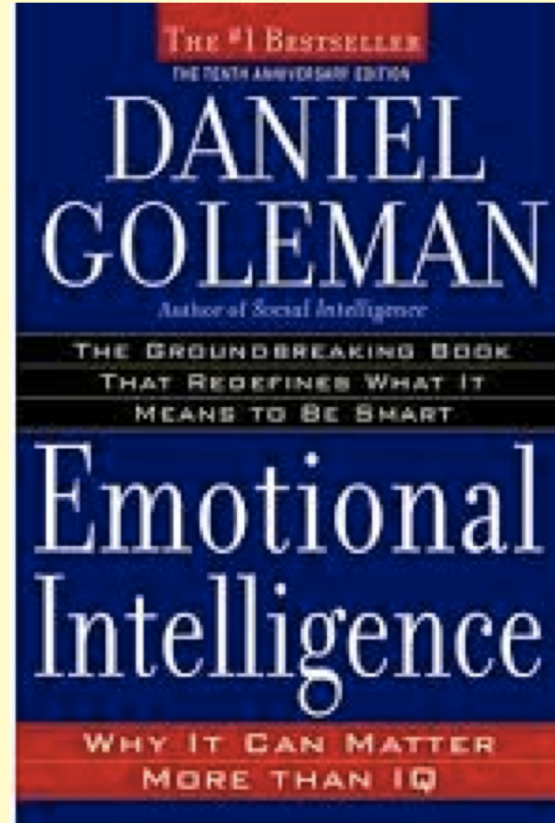
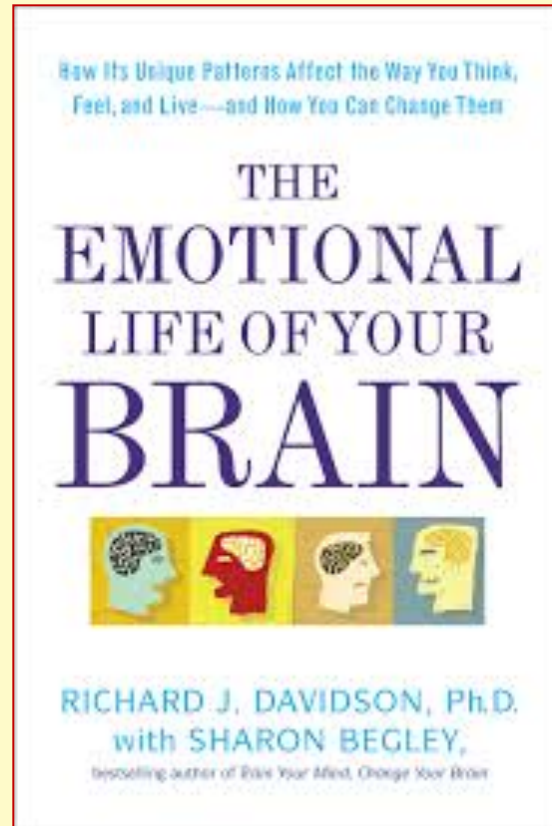


GROUP



Ideas Sharing Discussion
and
Q & A

Relevant Resources





THANK YOU

Thank you so much for your participation in

**Emotional Intelligence in Leadership
Webinar**